BUXTON Opera House

OFFICE & OPERATIONS COORDINATOR

Recruitment Pack



BUXTON Opera House



Welcome from the CEO

Thank you for your interest in joining Buxton Opera House.

Nestled in the stunning spa town of Buxton, between the cultural hubs of Manchester and Sheffield and the breathtaking landscapes of the Peak District, Buxton Opera House is an award-winning charity where creativity and community thrive.

We're proud custodians of two historic venues: the iconic Buxton Opera House, a Frank Matcham masterpiece built in 1903, and the Pavilion Arts Centre, a versatile performance space that's been home to live theatre and film since 1889. Together, these beloved venues form the beating heart of Buxton's vibrant arts scene.

As a charity and an Arts Council England National Portfolio Organisation, we're driven by creativity. More than a place for exceptional entertainment, we're a hub of artistic energy, where talent is nurtured, ideas flourish, and everyone is invited to be part of something meaningful and lasting. This spirit is reflected in everything we do, from our diverse programming to the inspiring work of Buxton Opera House Creates, our community engagement programme for all ages.

Buxton Opera House is also a fantastic place to work. We offer a flexible, supportive environment where experience, skills, and qualifications are all valued. We're committed to building a diverse and inclusive workforce. In 2024, we were honoured to receive the UK Theatre Workforce Award for our dedication to professional development and supporting the future of the industry. We're incredibly proud of this recognition and remain committed to ensuring every member of our team, staff and freelancers alike, can thrive in a happy, healthy workplace.

We hope you'll consider becoming part of our story.

Warm regards,
Paul Kerryson

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ARTS COUNCIL ENGLAND



BUXTON Opera House

About us

Creativity Lives Here

Proudly operated by High Peak Theatre Trust, Buxton Opera House is an award-winning arts charity. More than our magnificent heritage buildings, we are the vibrant cultural heartbeat in the High Peak.

At Buxton Opera House, we stand for **entertainment**, **community** and **heritage**.

Presenting over 450 shows annually, and as home to the Buxton International Festival and the International Gilbert and Sullivan Festival, we bring world-class live entertainment to our communities. We produce and co-produce original work, from bold new writing to beloved classics, staged in Buxton and beyond. But we're more than what happens on stage. We're a creative hub for artists, educators, volunteers and makers. Through our Buxton Opera House Creates programme, we spark creativity and support lifelong learning, helping people of all ages discover new skills, passions and confidence.

We run seven separate community groups for young people throughout the year, spanning drama, technical theatre training, dance opportunities and a work experience programme. We also host a regular reading group for adults, a singing club for people affected by cancer or a long term health condition, a successful volunteer programme and a summer outdoor festival for all ages. We offer school's tours and in-school support through professional training and workshops.

Each year local residents have the opportunity to perform in our annual community production, a large-scale spring musical supported by a professional director, orchestra and technical team. We are committed to the highest artistic standards and to connecting our communities through creativity, providing opportunities for everyone to express and build on individual talents.

We believe in making space for everyone: To create, to learn, to connect, and to grow.

You can find out more about who we are on our website, discover more about our community work and read the latest news from Buxton Opera House.

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Our strategy

Buxton Opera House is entering an exciting new chapter. Achieving National Portfolio Organisation (NPO) status in 2023 marked a significant milestone, recognising our potential to play a broader role in the creative life of Buxton, the High Peak and beyond.

As we deliver a refreshed business plan, we've rebranded, reimagining how we present ourselves to the world. Our live programme will continue to evolve across both venues, maintaining world class standards and retaining audience appeal whilst establishing ourselves as a trusted producing partner in the industry. At the same time, our community engagement will grow through Buxton Opera House Creates, expanding opportunities and deepening our local impact.

Our Vision

Buxton Opera House is the engine of a bold and flourishing artistic community. A place where talent is ignited and where internationally renowned theatre experiences create opportunities for all.

Our Mission

To lead a thriving, artistic community that builds inspiring opportunities with and for our audiences, creating nationally renowned theatre experiences that impact locally and beyond the 'Theatre in the Hills'.

Our Values

We stand for **Entertainment, Community** and **Heritage.**



The role

Office & Operations Coordinator

Department: Operations

Reporting to: Head of Operations / Deputy CEO

Role summary:

As Office & Operations Coordinator, you'll be at the heart of the organisation, helping to keep our busy office running smoothly and efficiently. This varied and rewarding role is a fantastic opportunity to play a key part in supporting colleagues across all departments, coordinating day-to-day administrative tasks and ensuring everything behind the scenes works seamlessly.

No two days are the same. From managing essential office processes and supporting organisational projects, to being a welcoming point of contact for staff, customers, and external partners, you'll make a real difference to the success of our theatres.

We're looking for someone who is highly organised, proactive, and thrives in a fast-paced environment. If you're a confident communicator with a keen eye for detail and a passion for delivering excellent support, we'd love to hear from you.

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Role description



Main Duties:

Office Administration & Coordination

- Act as the first point of contact for all incoming enquiries via telephone, email, website, and post, directing enquiries to the appropriate team member when required
- Process and distribute incoming correspondence, ensuring confidentiality and accuracy at all times
- Order and maintain office supplies and equipment, ensuring the operational needs of all departments are met
- Carry out general administrative duties to support the efficient running of the organisation, including administrative tasks supporting the organisations Arts Council requirements
- Maintain and update operational databases, records, and filing systems
- Assist with the preparation, formatting, and management of internal documents, procedures, and reports
- Manage the organisation's SharePoint systems, including holiday requests, room bookings, and internal information resources

Executive & Operational Support

- Provide administrative support to the Senior Management Team, including diary management, scheduling meetings, and coordinating appointments
- Organise meetings, prepare meeting documentation, record minutes, and monitor follow-up actions
- Support the administration of operational processes and business activities across the organisation
- Assist with compliance-related administration and record keeping

HR & Recruitment Support

- Support recruitment activity, including advertising vacancies, coordinating applications, and arranging interviews
- Assist with onboarding and induction administration for new employees
- Process DBS checks and maintain associated records where required

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Role description



General:

- Work flexibly across a variety of administrative and operational projects, providing support where required
- Provide cover and support for colleagues across the organisation when required
- Develop strong working relationships with internal teams and external stakeholders, with reference to the CEO, Operations Department and Senior Management Team
- Be an ambassador and advocate for BOH and promote BOH company values and behaviours internally and externally
- Maintain confidentiality and ensure adherence to all organisational policies and procedures
- Uphold the principles of, and adhere to, company policy and procedures relating to General Data Protection Regulations and ensure that all data is dealt with in accordance with current legislation
- Support the organisation's commitment to equality, diversity, inclusion, and accessibility
- Champion and embody the organisation's brand and brand values, ensuring they are consistently reflected across all communications, and support colleagues across the organisation to understand and apply the brand effectively
- Undertake any additional duties commensurate with the role at the discretion of the Line Manager

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Person specification

Essential:

Skills, Knowledge & Experience

- Excellent organisational, administrative, and time management skills
- Strong written and verbal communication skills, with the ability to communicate effectively with a wide range of stakeholders
- High levels of accuracy and attention to detail
- Ability to handle sensitive and confidential information with discretion
- Strong problem-solving skills and the ability to use initiative
- Well organised and methodical, with the ability to manage multiple tasks and competing priorities
- Experience of working in an administrative, office support, customer service, or similar role
- Competent user of Microsoft Office applications, including Word, Excel, Outlook, and PowerPoint
- Experience of using IT systems and databases, including CRM systems or business management software
- Ability to work effectively both independently and as part of a team
- Ability to prioritise workloads and meet deadlines

Personal Attributes

- Professional, approachable, and customer focused
- Self-motivated, proactive, and dependable
- Adaptable and able to work effectively under pressure
- Strong interpersonal skills with the ability to build positive working relationships
- Collaborative team player with excellent communication skills
- Strong organisational skills with the ability to prioritise and multitask effectively
- Enthusiasm for theatre, culture, and the arts
- Flexible approach to working, including a willingness to work occasional evenings and weekends as required

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Person specification

Desirable:

Skills & Experience

- Experience of providing administrative support to senior managers or leadership teams
- Familiarity with CRM systems and collaborative platforms such as SharePoint
- Experience of working within the arts, culture, heritage, charity, or creative sectors
- Understanding of recruitment and onboarding processes

Education, training, and qualifications

- Educated to A Level standard (or equivalent experience)

Role specification

The postholder will be required to work across business, including, but not limited to: Buxton Opera House, Pavilion Arts Centre and the Trust's offices at No. 5 The Square. It is a requirement of Buxton Opera House that all staff work in a flexible manner compatible with their jobs and in line with the objectives of the company. The Office & Operations Coordinator may be required to work weekends and evenings from time-to-time for which time off can be taken in lieu. Please note the job description for this position may be reviewed and amended to incorporate future business needs.

Contract	Full time, permanent (37.5 hrs per week)
Salary	Up to £28, 887 per annum (depending on experience)
Probation period	4 months
Pension	Auto enrolment
Holidays	25 days (plus 8 days bank holiday) per annum
Preferred start date	Monday 1 Feb 2027

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Benefits of working with us

At Buxton Opera House, we value our team and offer a range of benefits to support your wellbeing, development, and enjoyment of working in a vibrant cultural environment:

- **Complimentary and discounted tickets** to theatre and live events
- **Staff discounts** at our bars and merchandise counters
- **Generous annual leave** starting at 25 days from your first day of employment
- **Flexible working arrangements** including, where appropriate to the role, opportunities for remote and adaptable hours where possible
- **Ongoing training and development,** from a comprehensive induction to role-specific learning, courses, and skills-building opportunities. We also support personal growth through conferences, external training, and team-building activities
- **Staff social events** throughout the year
- **A chance to make a difference** and be part of a legacy where history, community, and creativity take centre stage



How to apply

We'd love to hear from you! **To apply, please send your CV, along with a covering letter detailing:**

- Why you're interested in this role
- The key skills and experience you would bring to the position

Email your application to jthompson@boh.org.uk

Deadline for Applications: Fri 4 Dec 2026, 11.59pm

If you would like to find out more about the role before applying, please contact Jonathan Thompson, Head of Operations / Deputy CEO, on jthompson@boh.org.uk for an informal conversation.

We warmly welcome applications from people of all backgrounds and lived experiences. You may not meet every criterion listed, and that's okay. If you have some relevant experience and a motivation to learn and grow, we encourage you to apply.

Thank you for your interest. We look forward to receiving your application!

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